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Company: _____

Attention: Amy MIRAGLIA

Number of Pages: 14 Date: 1/5/98
(Including this page)

Memo:

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MAR-24-98 WED 09:06 AM 1 NE PORTLOCK

368 3409

002/014
P.01

3/10/98

Out of training

Newark

~~Prepared~~ Prepared for

- 1) Medical Histories
- 2) Greeting Clients in A positive friendly fashion

Not as well Prepared for

- 1) Phone Script / Chain of Command for Phone
- 2) Flow / how to conduct daily visit
- 3) Color coding in daily visit / workup of new charts
- 4) Drop Sequence
- 5) Product pricing
- 6) Enhancer Dosage
- 7) How to Document Lead bookings
- 8) Program Explanation Presentation
- 9) Writing up sale on Reg sheet.

④

MAR-24-98 WED 09:07 AM L NE PORTLOCK 1 368 3409 P.02

More training needed in:

- PE - not enough role playing
- pricing of floor prices not made clear
- how to explore a daily visit and correct charting
- phone script more role playing + overcoming concern
- job description for each person
- I found ~~that~~ when we did a medical history we never did one from start to finish.
- more training on work ups - what goes in the folders
- what goes in client folder + dem folder
- Suppo given out - inventory sheet

I found training a little confusing

refer to my notes the has changed
from the original explanation.

A. Hallman

Brangwen

needed for Training

- more training on PE's
- knowledge of pricing on floor
as well as PE's.
- Questions to ask on a daily visit
- Proper documentation of med & form
(complete a whole med x at 1 time)
- Tell script — more roll play
& reasons for SDA's
- Get description of what each
player does in center
- Proper documentation of daily &
"taken blood."

01/05/99 00:02 FAX 215 925 1251 LA HEIGHT LOSS CORP

01/05/99

for all product costs.

01/05/99 00:02 FAX 215 328 9251

LA WEIGHT LOSS CENTER

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MAR-24-98 WED 09:09 AM YVNE PORTLOCK

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P.01

MAR-11-98 08:33 AM

LA WEIGHT LOSS CENTER

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P.01

3/10/98
NewARK
LA Weight Loss

Faith Joslyn and Carol Stant are
referral clients who came to our
center on the recommendation of
previous client with whom they work at
HBNA. Both women come in consistently
2-3x per week and are on target with
both supplement and weight loss
enhancers, and bringing diaries.

Carol and Faith came into the Center
today for their visit and requested
Sonya for their counseling. They were
very curious as to the position and
credentials of the person ~~with~~ whom
they visited on Friday when they
were last in the Center. Sonya explained
that Kathy Koch, who had seen them for their
visit on 3/2 was the corporate trainer.
Both women expressed surprise at this,
the position considering their dissatisfaction
& disappointment in the service they
received. They stated that they felt
very unmotivated and somewhat
demoralized when they left. After reviewing
their diaries Kathy pronounced their menu
"Boring, boring, boring" and assured
them that they would never lose should
they continue to eat that way.

①

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P.02

Carol and Faith stated that they were discouraged from having their visit together as they would not receive good service that way. (Carol and Faith occasionally like to come in together if they both are on their lunch break or are en route to or from work together.)

The women explained to Sonya that Kathy told them that the dietary suggestions and ~~recommendations~~ recommendations given by previous counselors to facilitate weight loss were not going to work (i.e. spacing out entries and higher fat/sodium foods). Carol and Faith stated ~~that~~ that they left the center feeling discouraged and confused after ~~being~~ being told to do the opposite of what other counselors had recommended especially since previous suggestion had been helpful to them and beneficial to their progress. While leaving the center on Friday Faith stopped to ask another counselor (Judy) who this woman was ~~at~~ and if she knew ~~the~~ what she was talking about.

Today during their counseling visit both Carol and Faith freely admitted

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LA HEIGHT LOSS CONT

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LA HEIGHT LOSS CENTER

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P.02

to having gone off plan over the weekend (for the first time in 10 weeks), out of mere frustration at what took place on Friday.

Both clients stated that they would rather not see Kathy for a daily visit, even if that meant waiting longer for another counselor to become available.

Carol and Faith requested that this incident be reported to the Center manager and supervisor so that it might not happen again.

They further stated that they had no objections to speaking directly to the Manager and/or Supervisor themselves.

Frederic - Manager
Sonya - Asst Manager

Carol Stant

WK (302) 421-3052

Hm (302) 456-5701

Faith Joslyn

WK (302) 421-3446

Hm (302) 292-1851

MAR-24-98 WED 09:12 AM LINE PORTLOCK

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MAR-13-98 08:57 AM

LA WEIGHT LOSS CENTER

3027380561

P.01

3/12/98
Compiled from feedback from Missy + Julie

Did not have a clear understanding of:

- Product Cost (regular + Bulk.)
- Days that Labs may be taken.
- Scheduling a JetStart / PE + time
- Pink Coupon
- Stabilization Instructions (did not know there were
6 different worksheets)
- Lengths of Break (PB / DB)
- when to use & how often they are used
- Documentation in chart of purchases
and product taken and/or used

In training...

- Med. Hx - practiced throughout training

- PE - Practice

(given exp. to study)

one son (w/other trainer)

- Workup - "bugly touched upon" - sample on board but
No hands on practice

- Break - were explained last minute (rushed)
No practice situations or examples

to 11

TRANSACTION REPORT

MAR-12-98 FRI 08:51 AM

FOR: LYNNE PORTLOCK

1 302 360 3409

RECEIVE

DATE	START	SENDER	PAGES	TIME	NOTE
MAR-12	08:49 AM	3027380561	1	1'54"	OK

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P.01

How training went:

Robin

- When training started everything was on a positive note we started w/ phone script. we went over who answers the phone, & what order. We also went over chain of command in the center. then on about 3rd or 4th day we were introduced to the phone script we went around the room & everyone read the phone script (a paragraph each) then on the last day of training the reason for the phone script was introduced such as, build rapport, maintain control. I felt we should have gone over the phone script the first day from beginning to end. Explaining it is the life line of our business. also the importance of a SDA. The importance of a SDA was never explained such as urgency - why it is so important to get the client in when they are still excited. We also did role playing w/ phone

- training on PE.

When we were trained on PE Cathy did a PE & went through the flip chart & did a PE IX then when she was busy she had us rehearse IX on each other. The part I found confusing after PE was explained to us. & we had to do a PE out of training we were not taught how to work up a chart we were taught drop sequences but we were not shown how to work up a chart & that there was a fast food list on a frozen food list & how to explain them. We also were not shown what paper we go in a client folder or a dem folder. we also were not shown how to mark supps purchased or that the whole top of the treatment chart should be filled out such as name, center, by

- inventory sheet & peg sheet.

Cathy was sick one day & had to leave for the doctor so she had to rush & show us the peg sheet & how to write in what supps were taken this training consist

in about 5 mins. max.

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Julia McPalmas

① How many times (in training) were the following roles played?

- | | |
|----------------------|---|
| ① phone script | ? w/trainers: twice ; w/partners: 10 ^{times} |
| ② p.e. | ? 4 times |
| ③ medical history | ? ever ten times |
| ④ product price list | ? twice |
| ⑤ herb dosage | ? twice |
| ⑥ ledger card | ? twice |

② If you could change the training, how would you have changed the training to make it more effective?

If I could change the training, I would make it more effective by having ~~more~~ more role-playing, eventual hands-on training (med. history, program explanation, phone script), then testing paperwork testing - 3 days before last day of training, and hands-on testing - 2 days before last day of training. Concentration on what needs to be learned should be through trainer (this was done). Memorization was effective for test purposes, and this type of job purposes. Quizzes should be given throughout.

* [ATTN: Karen
Please get to David]

→ An ~~terminating you~~ ^{thanks}
you ~~last~~ ^{you}

↓ →

for poor perform
of security

(didn't follow
company policy
- angry
wed - Ste M

complaint from
managing inst
that they had to -
stop them from
leaving company -

request - de see affairs
- formal

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Refused

PS

